

# IBMhq Test Case Execution Report

**Test Case Name:Send Response - 1**

**Requirement Name: CX**

**Execution Start Time:2020-08-10 15-57-25**

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
13	12	1	Fail	2

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a 'Navigation' sidebar is open on the left. The main content area shows a case record for Reference # 200810-000032. The record includes fields for Subject, Reference #, Status, Assigned, Disposition, Contact, Organization Name, Product, and Category. The Subject field contains the text 'Dear Customer Service ,ab92547 product is not functioning properly need help?'. The Reference # field contains '200810-000032'. The Status field is set to 'Open'. The Assigned field is set to 'Agent Access > Minhaj Ameen'. The Disposition field is set to '[No Value]'. The Contact field is set to 'Adam Smit'. The Organization Name field is set to 'California Federation'. The Product field is set to '[No Value]'. The Category field is set to '[No Value]'. The interface also features a top navigation bar with icons for Save, Save & Close, Refresh, New, and Print.

Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a 'Navigation' sidebar is open, showing options like Home, Analytics, Incidents (highlighted), My Inbox, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The main content area shows a 'New' button and a 'Print' button. Below these, there are tabs for 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. A text input field contains the message '2547 product is not functioning properly need help?'. Below this, there are several dropdown menus for 'Contact' (selected: Adam Smit), 'Organization Name' (selected: California Federation), 'Product' (selected: [No Value]), and 'Category' (selected: [No Value]).

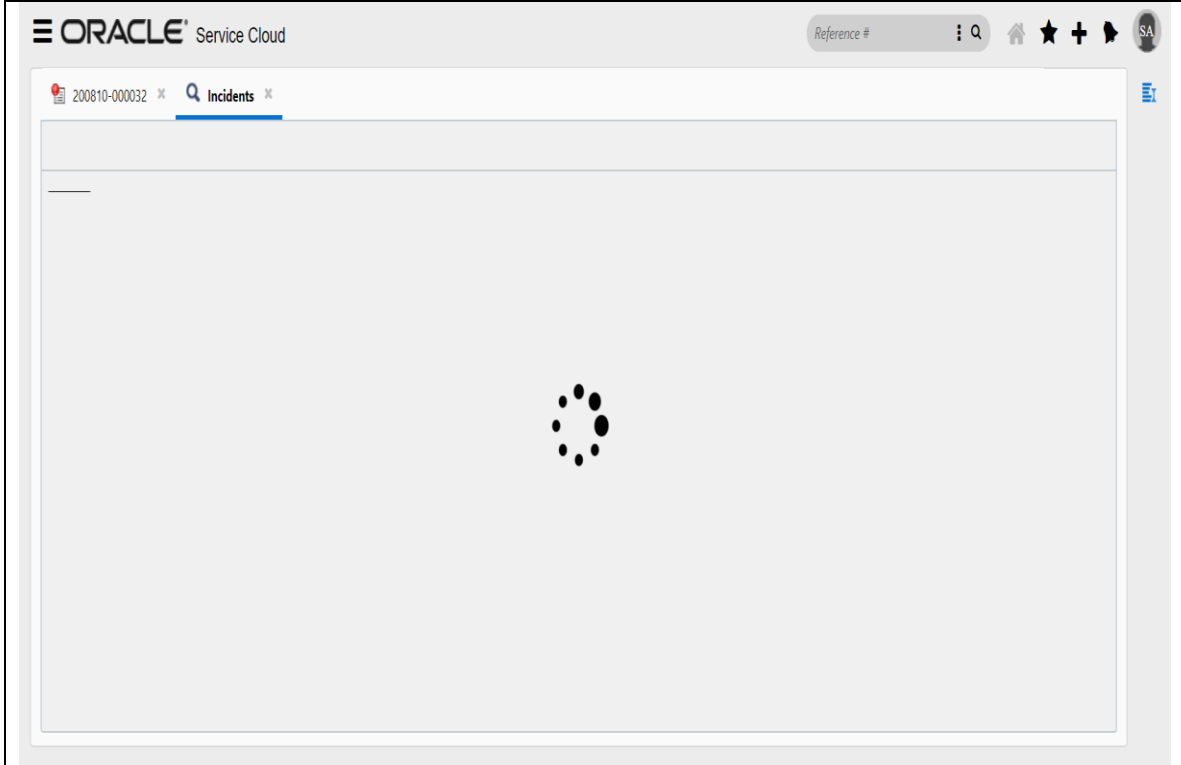
Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with the placeholder 'Reference #' and a magnifying glass icon is on the right. Below the header, there's a tabbed interface with tabs for '200810-000032', 'Incidents', and '200810-000030'. The '200810-000030' tab is active. Below the tabs, there's a toolbar with icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A sidebar on the right contains a magnifying glass icon and a list icon. The main content area has a tabbed interface with tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The 'Summary' tab displays the following information:

- Subject: \* Dear Customer Service ,ab92547 product is not functioning properly need help?
- Reference #: 200810-000030
- Status: \* Open
- Assigned: Agent Access > Minhaj Ameen
- Disposition: [No Value]
- Contact: \* Adam Smit
- Organization Name: California Federation
- Product: ab92547
- Category: Primary Antibodies

Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a breadcrumb trail shows '200810-000032' > 'Incidents' > '200810-000030'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following information:

- Subject: \* Dear Customer Service ,ab92547 product is not functioning properly need help?
- Reference #: 200810-000030
- Status: \* Open
- Assigned: Agent Access > Minhaj Ameen
- Disposition: [No Value]
- Contact: \* Adam Smit
- Organization Name: California Federation
- Product: ab92547
- Category: Primary Antibodies

